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## IN THE UNITED STATES

## PATENT AND TRADEMARK OFFICE

APPLICANTS: Mark C. Pace & Thomas W. Cook  
APPLICATION NO.: 09/782,677  
FILING DATE: February 12, 2001  
TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER  
VALUE  
EXAMINER: Jonathan G. Sterrett  
GROUP ART UNIT: 3623  
ATTY. DKT. NO.: 19538-05784

## CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence, including any enclosures identified below, is being transmitted via facsimile on the date shown below to: Mail Stop Amendment, Commissioner For Patents, at the facsimile number of (703) 872-9306.

Dated: May 2, 2005

By:

  
Robert A. Hulse, Reg. No. 48,473

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA 22313-1450

AMENDMENT A

Sir:

In response to the Office Action mailed December 1, 2004, please amend the above-referenced application as indicated in the following pages.

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App. No. 09/782,677

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